



# **Maple Systems, Inc.**

## ***Company Profile***

## **About Maple Systems**

Maple Systems is a high technology company dedicated to the manufacture, sale and support of electronic products and services to the industrial marketplace. For nearly 23 years, our primary emphasis has been on providing operator interface solutions for industrial applications; however, over the past few years we have expanded our focus to include industrial PCs. As our company continues to grow, our goal is continued product expansion with customizable products that will meet the unique needs of OEMs and end-users.

Our success as a company is predicated on the belief that when human and machine function together intuitively, interaction becomes effortless. With this philosophy firmly in mind, our current product line encompasses a broad range of affordable industrial operator interface solutions – from simple alphanumeric and ASCII push-button terminals to sophisticated touchscreen industrial PCs – all which communicate seamlessly with the broadest range possible of programmable logic controllers, motion controllers, loops controllers and DCS. This range of products allows us to find the most cost-effective solution for our customers, regardless of the level of complexity of their industrial application.

Although our emphasis is on keeping our products affordable, we also engineer them with state-of-the-art features that provide versatility, speed, ruggedness and ease of use. The nature of our products is easy customization, and our engineering department is available to help our customers tailor each of our products to their own unique needs.

## **Company History**

Maple Systems was incorporated in the State of Washington on June 1, 1983. We are a privately held corporation currently operating out of our facility in Everett, Washington. All business is conducted onsite including design, support and manufacturing. The major shareholders, Larry and Gail St. Peter and Sam and Jennifer Schuy, also serve as officers and managers.

Following incorporation, Maple Systems began designing turn-key custom process controls for local businesses and designing custom controls for OEM customers. We introduced our first product, the MAP901 Single Board Controller, to the national marketplace in January, 1984. This product was used successfully in many systems.

The MAP501 Terminal was released for sale in October, 1984. This product, including the enclosure, keyboard, circuit board and software, was designed and developed entirely by Maple Systems. Many other products evolved from this terminal, some that continue to be sold today into OEM applications.

In 1995, we introduced our customizable MicroOITs, alphanumeric and ASCII terminals with fully programmable function keys and LCD or VFD displays. User-definable keys, customizable legends, easy-to-use configuration software, the ability to communicate with a large number of controllers and a small footprint made the MicroOITs a popular seller that continues to sell well to this day.

As industrial automation grew and changed, Maple Systems continued to expand its focus to meet the needs of an increasingly sophisticated market. In 1999, we introduced our first graphic touchscreen operator interfaces, the Silver Series (originally named the HMI500 Series). Among the most affordable touchscreen operator interfaces available, the Silver Series allowed users to program interactive, graphics-intensive applications complete with animations and easily interpreted data display and data entry screens. In the past several years, the Silver Series has changed with the increasing demands of the industrial automation market – gaining essential features like Ethernet, compact flash and broader controller support – all while maintaining the high quality and affordability our customers have come to expect.

Customer demand led to the addition of the Blue Series in 2004. Our most affordable product line, the Blue Series features extremely compact and affordable graphic operator interfaces with user-programmable function keys.

In 2005, we once again catered to an increasingly sophisticated industrial automation market by adding to our product mix the Ivory Series – affordable open-platform touchscreen computers preloaded with Microsoft® Windows CE™. The open platform of these products allows users to find application software that meets their exact needs, or provides them with the ability to create their own application with convenient software development tools. The advent of the Ivory Series makes it possible for Maple Systems to offer an affordable product that will meet virtually any need of OEMs and end-users.

As our market grows, so does Maple Systems. In 2006, we will add sophisticated industrial PCs that go far beyond typical operator interface applications. In the coming years, we will continue to assess the marketplace and bring forth the high-quality, versatile and affordable industrial automation solution that our customers have come to expect from us.

## **Product Customization**

Maple Systems' operator interfaces and computers are designed for quick and inexpensive customization. A custom display can help to reinforce corporate image and facilitate easy-to-understand communications between the operator and machine, ultimately reducing training costs for our customers.

All of our displays are easily customizable – with tools as simple as custom keypad inserts and removable logo stickers, or as complex as screens programmed with corporate images and custom legends. For more complex custom applications, our Technical Support department is available for consultation.

## **Technical Support**

At Maple Systems, we have specialized in the development and support of operator interface solutions for more than 20 years. This uniquely qualifies us as operator interface experts who know the ins and outs of adding operator interfaces to industrial applications. Our technical support department exemplifies this expertise, with highly-trained professionals who know how to help you get the most from your Maple Systems product. Support is a phone call away – our Engineers are available Monday through Friday from 6 a.m. to 4:30 p.m. Pacific Time. Additional support is available on our website 24 hours a day - [www.maplesystems.com](http://www.maplesystems.com). Here

you will find product specifications, technical notes, cable assembly instructions, product manuals, demo software, controller information sheets, frequently asked questions and more.

## **Customer Profile**

Our primary customer is the Original Equipment Manufacturer (OEM) or medium-volume end-user.

The end-user is typically involved in process automation or production. Each customer's purchases are frequently made over a short period of time at moderate volumes. The sales cycle is often shorter than for the OEM.

OEMs are typically involved in adding operator interfaces to the equipment they manufacture. In many cases, significant control flexibility is being added to the equipment by the use of PLCs, computers and other types of controllers. This helps the OEM sell their products to their customers. The sales cycle is often lengthy and involves large volumes purchased over a long period of time.

Below is a partial listing of Maple customers. This is no means a complete listing, but is supplied as evidence of scope of our products' use in the industrial marketplace.

Get list from Larry/Sam

Get list from Larry/Sam

## **Sales Profile**

Over the past several years, we have experienced an annual increase in sales. Currently, we sell in excess of 5,000 units per year, over 80% of which are touchscreen products. In 2005, over 4500 units sold were graphic touchscreens, while more than 650 units were keypad products.



# ***Company Profile***

## **Commitment to Quality**

At Maple Systems, our goal is to consistently produce high-quality products. Quality is a key part of all of our production phases, and a major contributor to achieving this quality is the pride and commitment the manufacturing personnel have to Maple Systems' goals. Every employee is responsible for quality, and every piece that results from the production process reflects this commitment to quality and teamwork involved.

The quality of products is also a direct reflection to the state of the environment in which they are built. To this end, the Maple systems manufacturing environment is kept fastidiously neat and organized. All employees contribute to the maintenance of this environment with pride.

## **ISO9000 Certification**

Maple Systems conforms to ISO9000 certification standards. ISO9000 certification is generally used as a mark of universal understanding and is a statement of excellence credential respected around the world. It is becoming the expected standard if a company wishes to sell products into the world market, and Maple Systems embraces the procedures, policies, and documentation necessary for ISO9000 certification.

## **CE, UL and NEMA Certifications**

Maple Systems products conform to the standards required to meet the above levels of certification. For further information about the certifications and listings for each of our products, please view our individual product specifications, which can be found on our website, [www.maplesystems.com](http://www.maplesystems.com).

## **Quality Control Procedures**

Commitment to quality and taking pride in one's work is only part of why Maple Systems' products are of superior quality. Maple Systems' management has defined the quality policy and objectives for the quality system according to the requirements of the ISO9001 standard, and we have appointed a management representative responsible for implementing and maintaining the system. They have also defined the responsibility and authority of personnel who are involved in running the quality system and have made available the resources and personnel required to implement and maintain the quality control system. Internal quality audits are planned and systematically conducted.

## **Documentation**

The quality system is document in manuals, procedures, work instructions, drawings, specifications, etc. Maple Systems keeps a master list of such documents identifying the current revision of documents. These documents and subsequent revisions are reviewed and approved

prior to issue. Once issued, the documents are available at all locations where they are used, and documents are replaced when new revisions are issued. Documents are indexed and organized so they can be quickly found, and are stored in appropriate conditions. Products are labeled, tagged, or otherwise identified and correlated with their technical documentation. Certain products or batches are uniquely identified to insure traceability.

## **Group Interaction and Training**

Maple Systems has identified and documented the organizational and technical interfaces between groups participating in design. Design processes, activities, and responsibilities are evaluated, verified and assigned the appropriate personnel and resources to meet the design requirements.

Manufacturing personnel training needs have been determined and the required training is provided. Records are kept of personnel qualifications and training.

## **Process Control**

Process control is undertaken by planning production activities, planning individual processes, stipulating workmanship criteria, and providing work instructions for personnel. Suitable production equipment and a proper environment is provided for the production activities, and processes and process equipment are monitored and controlled. Procedures are provided for carrying out and monitoring procedures, which cannot be verified by subsequent inspection.

## **Purchasing**

Suppliers and subcontractors are closely evaluated for quality capabilities and are only used if they meet certain quality requirements. Purchasing documents are composed clearly and completely define and describe the ordered products, complete with inspection, testing and other quality-related requirements. Purchasing documents are reviewed and approved before release, and, if applicable, customers are allowed to verify purchased products that are intended for incorporation into their supplies.

## **Inspection and Testing**

Inspection and testing is undertaken by first identifying the measurements to be made, calibrating all inspection and measurement equipment to traceable standards, establishing and maintaining calibration records, and controlling and safeguarding inspection, measuring, and test equipment. Adequate statistical techniques are used for process control and product inspection and testing.

All received products are inspected to ensure they conform to specified requirements. Access is restricted to products before acceptance to receiving inspection, and products are held until the required in-process inspections have been completed satisfactorily. Once testing has taken place, products are labeled, tagged, or otherwise marked with their inspection status to assure that only products that have passed inspection are used, installed, or dispatched. In-process and final

inspections are carried out in accordance with the quality plan, and all production activities, processes, and inspections must be completed satisfactorily and verified as such before a product can be dispatched. Records evidencing that products have passed inspections are established and maintained.

Nonconforming product is identified, documented, evaluated, and segregated to prevent the use or installation of the nonconforming product. This is done by a person with the authority to determine the status of a nonconforming product. Causes for nonconformities are investigated, and trends in historical nonconformity and non-compliance records are analyzed to identify potential quality problems. Preventative and corrective actions are initiated and followed up to verify effectiveness. Repaired or reworked product is reinspected, and if required by contract, concessions are obtained from the customer to use or repair a nonconforming product.

### **Handling, Storage, Packaging and Delivery**

Maple Systems provides secure and adequate storage, and has outlined appropriate methods for product handling and damage prevention and deterioration. Receipt and dispatch to and from storage areas is controlled and the condition of stocks is periodically assessed.

Adequate packaging and control processes are provided. The quality of a product is protected after it has passed final inspection, through and including the product's delivery to its destination.

